

Directions: Please complete shaded areas below.

Department Name: ETSD
Project Name: Translation Pilot
Project Amount: \$85,000.00
Preparer Name & Contact Information: Deborah Higer

Project Type: Please check (✓) one.

☐ Enterprise ☐ Communities of Interest ☒ Department Specific

Funding Source: Please check (✓) one.

☒ GF Capital ☐ Proprietary Capital

☒ **Mandated Requirement**
Miami-Dade Legislative Item (File Number 992703) This ordinance establishes translation of election ballots, advertisements and any pertinent election information to Creole. There is a similar item for translation to Spanish.

☐ 1 **Department Priority of Initiative (1, 2, 3, etc.)**

Section A

Background:

In attempting to meet this communication mandate and the needs of our multi-lingual web portal users, a limited demonstration translation software project (Spanish only) was implemented with the 2.0 release of the miamidade.gov Portal.

Problem Statement:

Use of machine translation software produced translations too literal for effective communication, as the software lacks the capacity for context-sensitive interpretation. Public complaints have rendered it unusable.

Solution:

Utilize professional translators in conjunction with a web-based translation technology that would enable the phased-in translation of portal content. This technology would be simple to deploy and maintain, involve virtually no IT development, require no technical integration, be compatible with existing technologies and allow for future website evolution. The 12-month pilot would include the translation (Spanish and Creole) of these initial websites: Elections, OEM and Seaport.

Expected Benefits / Direct Payback:

- Compliance with mandated translation requirements within 6 months.
- Significantly enhance the usability of the web portal for those not proficient in the English language, thereby, increasing the use of the web portal.